

## HHSa Integrative Services FAQ

### Behavioral Health Touchpoints

- 1. Are there specific recommendations or guidelines for County funded substance use disorder treatment facilities, both residential and outpatient programs that utilize group interventions?**

For the duration of the public health emergency, group counseling services can be provided via telehealth and telephone in SUD residential and outpatient programs participating in Drug Medi-Cal Organized Delivery System (DMC-ODS). However, the DMC-ODS provider should obtain consent from all the participants and take the necessary security precautions in compliance with HIPAA and 42CFR Part 2. The 2 to 12 clients group size limit still applies.
- 2. Will there be an expansion of detox or other residential options?**

There is varying availability throughout programs in accepting new admissions in residential facilities while maintaining physical distancing requirements. Outpatient and intensive outpatient services continue to be offered as programs transition to providing services via telephone or internet. Federally Qualified Health Centers continue to provide services as well and are an option for referrals. It is unlikely there will be expanded network capacity while maintaining physical distancing at the same time. County Behavioral Health Services (BHS) is working with existing Drug Medi-Cal Organized Delivery System (DMC-ODS) providers to come up with options to increase movement through the system in addition to working to ramp up outpatient capacity for withdrawal management (FKA detox) services.
- 3. Are the Assertive Community Treatment (ACT) teams still taking referrals?**

Yes, ACT teams are still taking referrals. Referral forms and ACT program information can be found on the [Technical Resource Library](#) under section 2.3 Case Management.
- 4. What is the Access and Crisis Line number?**

The County of San Diego's Access and Crisis Line is 1-888-724-7240 (TTY: 711) which is accessible 24/7.
- 5. Is there a BHS outreach team?**

Various Behavioral Health Services (BHS) providers across the County have embedded outreach workers in their programs. Specific program information is available [in the BHS All Provider Directory](#) or by contacting the Access and Crisis Line at 1-888-724-7240.
- 6. Are there any beds available for clients placed in recovery substance use disorder treatment programs who would otherwise be homeless? Is there a mandate for clients that are in detox centers or long-term treatment about extending the time that clients can stay?**

The capacity for residential treatment beds under the current COVID-19 climate has been reduced to incorporate CDC physical distancing in congregate settings, but there is capacity available for clients that meet ASAM criteria for this level of care. Clients can receive withdrawal management (WM) services as long as it is clinically indicated. Homeless clients can be subsequently linked to a residential program if ASAM criteria for residential treatment are met. If a client no longer needs a residential level of care, they can be linked to an intensive outpatient or outpatient program for continued treatment and Recovery Residence access.
- 7. Are there additional resources for people who are homeless, have substance use and/or mental health issues, beyond those available through 2-1-1?**

Please continue to call 2-1-1 and reach out to your nearest homeless service provider to stay current on emerging resources. For people who have a behavioral health concern, please call the Access and Crisis Line at 1-888-724-7240. More information on resources for unsheltered can be found in [the FAQs under Temporary Lodging Resources](#).